

Department of Labor & Industry
Business Standards Division
Hea**C**h**L**ic**B**ureau

INFO-GRAM QUARTERLY NEWSLETTER

Spring 2004 Issue
Editor Helena Lee



Special Interest Articles:

- *Board News Exchange*
- *HCLB TEAM PICTURES.*
- *Statistics for Unit One, Unit Two, and the Compliance Unit*
- *Department of Labor and Industry Core Values*

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Spring is the season for new beginnings. Excitement is in the air. Warming breezes, newness of life and softness of rain blend to bring beauty to our wonderful state.

The Health Care Licensing Bureau (HCLB) embarked on its new beginning through our recent reorganization. As a visionary, Lisa Addington, Bureau Chief, gave her staff the opportunity to expand their horizons and share the vision of enhanced customer service, increased accessibility to the public and standardization of internal policies and procedures. Ms. Addington invited the camaraderie of her staff to join in the opportunity to develop professionally

and individually by expanding their horizons. The staff participated in FOCUS (finding opportunities and creating universal solutions) meetings to evaluate the purpose, mission and core values of the HCLB. Creativity was unleashed as ideas were heard for continuous improvement and customer service. The beginning of our vision for re-alignment began with the development of the Compliance Unit, Unit 1 and Unit 2. The Board Members were apprised of our new structure by Bureau Chief Addington, Becky Salminen, Jeannie Worsech, and Jill Caldwell, supervisors.

Pressing onward to meet our goals we request that you periodically fill out



surveys that will be mailed to you. Your participation will provide insight into our strengths and weaknesses. Your comments will give us opportunities for continual improvement of the services we provide each of our 19 Boards and one Program. Your opinions are valued as a part of the team serving the residents of Montana, ensuring their health, safety and welfare.

Board News Exchange

Alternative Health Care

The former Program Specialist became the present Program Specialist when Cheryl Brandt was re-assigned to this Board. Cheryl also coordinates the proof reading of the HCLB rules and replacement pages and SABHRS for 19 boards and one program.

Chiropractors

The Board welcomed new member Thomas

Fullerton, DC, from Kalispell, to their team in January 2004.

Program Specialist Cheryl Smith will be attending the Association of Chiropractic Board Administrators meeting in Denver, CO on May 5, 2004, in her capacity as President of the Association. The Board will be sending two members to the Federation of Chiropractic Licensure Boards meeting, held in

conjunction with the Association meeting.

Clinical Laboratory Practitioners

The Board recently renewed its contract with Inspector Dan Owens, for an additional two years. The Board of Radiologic Technologists is included in this joint contract for inspections. The boards, through Inspector Owens, are ensuring the public's health, safety and welfare.



Dentistry

During the 2003 Legislature, the Board submitted legislation for a volunteer status license for dentists and dental hygienists. This bill allows professionals to work in clinics where "access to dental care" is affecting the public. The Board also supported legislation for Limited Access Permits for dental hygienists. This bill allows the dental hygienist to work in areas such as nursing homes,

under different supervision requirements. These two legislative actions are a direct result of the profession recognizing and addressing current public health issues.

Funeral Service

The Board is currently proposing rules, as a result of a legislative audit, to define "hazardous implants". Defining "hazardous implants" will address the questions of implants creating a danger

to the public or crematory operators.

Program Specialist Cheryl Smith will be attending the Association of Executives of Funeral Service Boards in her position as Vice-President. The meeting takes place in St Louis, MO on April 22 and 23, 2004. One board member will be attending the concurrent meeting of the International Conference of Funeral Service Examining Boards.

*Nursing Home
Administrators are
working on new
Continuing Education
Rules.*



Hearing Aid Dispensers

The Board welcomed Barbara Tamietti as a new public member. Ms. Tamietti has also served as a public member on the Board of Occupational Therapy Practice. The board members will be introduced to their new Program Specialist, Helena Lee, at their May meeting.

Medical Examiners

Ken Threet, Training Coordinator for Emergency Medical Services is now located within the HCLB. Prior to this change in location, EMS was with the Department of Public Health and Human Services. Ken has been in this position for 21 years. He coordinates all components of the pre-hospital care emergency

services from disaster to facility transfers. There are four levels of Emergency Medical Technicians: First Responder, EMT Basic, EMT Intermediate and EMT Paramedic. The HCLB welcomes Ken to its team.

Nursing Home Administrators

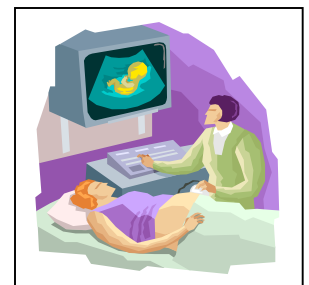
The Board is busily working on rule changes for their continuing education rules.

Nursing

The Board has submitted an application to renew their status as an accrediting body, through the United States Department of Education, for school approval. The

application will be reviewed in Washington, D.C. in June.

Liz Carney became the Program Specialist for the Board when Jill Caldwell assumed the position as Unit 2 Supervisor.



Occupational Therapy Practice

Topical medication legislation for sound and electrical physical agent modalities became effective during the 2003 Legislature. The Board is looking forward to finalizing their Notice of Proposed Rules to implement the legislation. The Board submitted its draft rules to the Board of Medical Examiners and Board of Pharmacy for consultation on the proposed language. The Board thanks the Montana Occupational Therapy Association and the Montana Chapter of the Physical Therapy Association for their comments during the

drafting process. Chairman Elspeth Richards will be attending the NBCOT State Regulatory Conference, 2004 and Beyond: Accountability and Proficiency in Health Care Certification, April 23 – 24, 2004 in Orlando, FL.

Optometry

The Board welcomed Sharon McCullough as their new program specialist. Sharon is also assigned to the Board of Dentistry and serves as HCLB Trainer.

Pharmacy

The Board welcomed new Compliance Officer, Bill Sybrant, RPH, to their

team in January 2004.

Program Specialist Nancy Dunagan and Cyndi Reichenbach are exploring the possibility of legislatively establishing a Health Care Licensee Impairment Program.

Psychologists

The Board welcomed new member Ed Trontel, Ph.D. from Kalispell, to their team in November 2003. Members Jay Palmatier, Ph.D. and George Watson, Ph.D. will be attending the 3rd International Congress on Licensure, Certification and Credentialing of Psychologists in Montreal, Quebec Canada, April 21 – 24, 2004.

**Physical Therapists**

The Board welcomed Program Specialist Linda Grief, to their team in December 2003. Linda also is the Program Specialist for the Board of Nursing Home Administrators and serves as the HCLB bill payer.

Radiologic Technologists

Recently passed legislation in 2003 added a new level of license endorsement to the Radiologic Technologist license. The rulemaking process for the Radiologist Assistant also known as a Radiologist Practitioner Assistant, is in its' final stages. New board members Anne Delaney, RT and Carole Erickson, will be

representing the Board at the American Society of Radiologic Technologists, Annual Conference, in Dallas, TX June 2004.

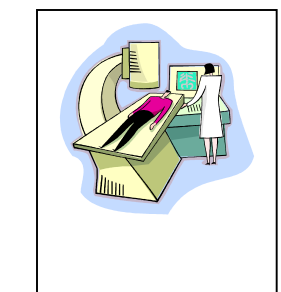
Respiratory Care Practitioners

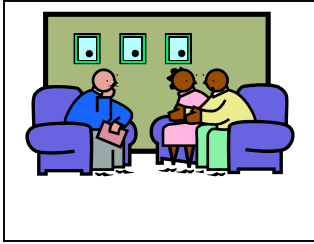
At the September 2003 National Board for Respiratory Care (NBRC) meeting, held in Kansas City, MO, Chairman Greg Paulauskis, Ph.D. was asked to serve as the 'resident expert' for accreditation questions. Chairman Paulauskis also serves as Executive Board Member to the National Respiratory Care Accreditation Committee and Board of Director Member of the Commission on Accreditation of Allied Health Education Programs, a national accrediting body for numerous allied health educational programs.

Speech-Language Pathologists and Audiologists

The Board is undergoing the grueling task of rule making as they review their statutes and rules and bring them up to new standards. The Board will also be recognizing the new doctorate level Audiologist. Au.D.

Chairman Thaden and board member Sheila Skinner will be attending the National Council of State Boards of Examiners for Speech-Language Pathology and Audiology (NCSB) 17th Annual Conference, October 21 – 23, 2004 in Santa Fe, NM. Representation at this conference is vital concerning the new educational requirements in the profession.





Social Workers and Professional Counselors

The Board is sponsoring three continuing education offerings in Livingston, May 2004; Billings, June 2004; and, Missoula, July 2004. These offerings are Board-sponsored with no charge for attendance by licensees.

The Board contracted with three speakers: Bruce Buchanan, ACSW, LISW,

BCD with Wadle and Associates, PC, in Des Moines, IA; Thomas L. Hartsell, Jr. Attorney at Law in Dallas, TX; and Susan W. Gray, Ph.D., Ed.D., Professor of Social Work at Barry University in Florida. All workshops are offered at no charge to licensees, other professionals are invited to attend on a space-available basis.

Licensed Addiction Counselors

Cyndi Reichenbach, LAC, has been in this position for five years. Formerly, LAC was housed with the Department of Public Health and Human Services until 1997 when it moved to the Department of Labor and Industry, HCLB. The Program evolved from certification to licensure in 2001.



Veterinary Medicine

The Board has recently concluded meetings with representatives from the Humane Society of the United States – Northern Rockies office and the Montana Veterinary Medicine Association regarding their new rules to license certified

euthanasia technicians and certified euthanasia agencies. The rules have been noticed for public comment. Licensure should be implemented by June 2004.



Your HCLB Teams

UNIT 1

Standing: Mary Hainlin, Ken Threet, Brent Goetsch, Cheryl Brandt, Evie Martin, Kris Cavazos, Cheryl Smith, Sharon McCullough
Seated: Lisa Addington, Bureau Chief and Jeannie Worsech, Unit 1 Supervisor



UNIT 2



Standing: Helena Lee, Eric Schoen, Linda Grief, Becky Deshamps, Nancy Dunagan, Brian Bowers, Liz Carney
Seated: Jill Caldwell, Unit 2 Supervisor, Jennifer Billman, Lisa Addington, Bureau Chief

Statistics

FISCAL YEAR 2003

	UNIT 1	UNIT 2
Applications Received	1,591	2,051
Total Licensees	15,912	22,509
Meeting Days	113	107
Rule Notices	13	60

COMPLIANCE UNIT

Complaints Received	116	213
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HCLB COMPLIANCE UNIT

Back Row: LaVelle Potter, Joan Bowers, Cristina Medina, Compliance Specialists *Front Row:* Lisa Addington, HCLB Bureau Chief and Becky Salminen, Compliance Unit Supervisor



Seasons of Growth

For those of you who have visited the Bureau in the past, we have a new look. Re-modeling has added a waiting room in close proximity to the large and small conference rooms. Our reception area will expand to include three receptionists to assist the telephone traffic for the HCLB,

Building Codes Bureau and the Business and Occupational Licensing Bureau. Sherri Staats will be the lead receptionist. We look forward to your calls and visits to the Business Standards Division.

A new waiting room close to the large and small conference rooms has been added, and three receptionists will now be answering calls

FOCUS

FINDING OPPORTUNITIES AND CREATING UNIVERSAL SOLUTIONS

Who, what, where, when, why and how do we find opportunities and create solutions? FOCUS is a development process designed for change caused by re-organization and re-alignment in a business setting. The HCLB desired the reputation of prompt service, easy access and continuous improvement.

How was this goal going to be accomplished? Jim Brown, Business Standards Division Administrator and Lisa Addington, Bureau Chief, presented their questions to the HCLB staff. How do we function, how do we work together, what is happening within the BSD, HCLB and how do we improve our work product?

The HCLB began assessing where to find the common ground in working toward the Department's vision. The process began by having the opportunity for the staff to become involved in intense dialogue. Everyone was given the opportunity to be heard. Ideas, suggestions and comments were gathered and prioritized. Staff evaluated what does or does not work. Strengths and weaknesses were weighed. What was lacking? How can we improve? The principles of human interaction, combining service attitudes with external, internal and interdepartmental relationships were put into action.

Wendy Samson, PHR, Development Coach, facilitated discussions for the change and transition of our re-organization. Time frames and implementation goals were charted for reference points of our job performance. The art of adjusting is a group performance as the HCLB strives to achieve excellence in the service provided to the citizens of Montana.

Where to Find Us

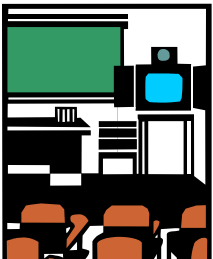
*"Our web site averages
40,426 visitors per day"*

*"Renewed licenses can
now be printed off your
home computer"*

1. Navigating the Web site
 - www.discoveringmontana.com/dli/bsd
 - click onto Health Care Licensing
 - scroll down to the Board you are interested in
 - Select an application or
 - Select a Board Topic
2. Statistics of visits to our web site
 - www.discoveringmontana.com/reports/dlibsd/0204_01_b.htm

Our web site gets 40,426 hits on average per day. A more detailed statistical report is provided at this site.

3. Enjoy the ease of user-friendly on-line renewals. Information on the process is provided with license renewals forms or by visiting specific Board Topics.
4. Employers and licensees can access the licensee look up to see the status of licensees in our database.
5. If you have a screen reader and speakers on your home computer, HCLB now has, in a PDF document, applications that can be read by screen readers for the visually impaired.



*Another Board Member
Orientation is being
planned in October –
watch for information
coming soon*

Board Member Legislative/Budget Meeting

Sharon McCullough, Bureau Trainer, and Cyndi Reichenbach, are in the process of drafting a Board Member Handbook. In addition, a legislative and budget meeting is planned for early summer. A Board Member training/orientation session will be held in late Fall.

All Board Members are encouraged to attend. More information on date, time and location will be forthcoming.

BOARD TIDBITS

- ✦ Did you know each board is required by statute to have an opportunity for public comment on the meeting agenda?
- ✦ Did you know all meetings must be open to the public unless an individual's right to privacy exceeds the public's right to know?
- ✦ Did you know that local job service centers statewide have administered more than 500 category exams for the Board of Radiologic Technologists?
- ✦ Licenses renewed online can now be printed off your home computer.

**Montana Department of Labor and Industry
Administrative Team
Core Values**

The administrative team commits to live, breathe, walk, and talk these values:

CUSTOMER FOCUS

- Making all decisions based on what is best for the customers - internal and external - within legal parameters of laws and regulations.
 - Inviting customer participation to better identify their needs.

INDIVIDUAL RESPONSIBILITY

- Taking responsibility for your job performance, your attitude, your professionalism, and your communication.
- Working effectively and productively in teams and partnerships, and taking responsibility for your role in developing and maintaining healthy relationships with business partners.
 - Seeking out training, tools, and information needed to do your job.
- Always looking for new and innovative ways to improve customer satisfaction.
 - Accepting responsibility and accountability before you act.

INDIVIDUAL GROWTH

- Freely sharing knowledge and opportunities for staff development.
- Committing resources (money, time, tools) for staff development.
- Recognizing individual strengths and valuing how they contribute to the whole.
- Looking creatively at solutions to enhance staff performance at all levels.

ETHICS IN THE WORKPLACE

- Trust
 - Mutual support.
 - Respect for others.
 - Honesty
- We do not tolerate mean-spirited behavior.

CONTINUOUS IMPROVEMENT

- Continually questioning the "why" and "how" of performing your job duties.
- Including all stakeholders that may be affected by any change or improvement you are considering.
 - When appropriate, using data and a structured method to make decisions.

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See us at:

Board Specific Drop-Down Box

http://discoveringmontana.com/dli/bsd/license/hc_index.asp

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Core Values Chart



Customer Focus

is like AN ALL TERRAIN VEHICLE

To navigate customer terrain:

- Stay on the trail - know the parameters of law and policy
- Keep your balance - sometimes the terrain is rocky and rough, but balance will keep you on course
- Ride with your customers - know where they are headed and listen for opportunities to help them reach their desired outcome



Individual Responsibility

leads to EMPOWERMENT

To use the power of individual responsibility:

- Own responsibility for your results - positive and negative
- Learn from successes AND setbacks
- Use your talents to strengthen teams and partnerships



Individual Growth

allows you to EXPAND YOUR BORDERS AND INCREASE YOUR EFFECTIVENESS

Look for opportunities for growth by:

- Sharing information and opportunities
- Seeking win-win solutions
- Engaging yourself in learning opportunities



Ethics in the Workplace

guide THOUGHTS, WORDS, ACTIONS

Chart your course by:

- Being truthful, yet tactful
- Trusting that others are guided by their best intentions
- Respecting others
- Refusing to accept mean-spirited behavior



Continuous Improvement

is never DONE

Be on the lookout for:

- Changing needs and wants of customers
- New technology, ideas, theories, and philosophies
- Processes that can help you guide decisions
- Ways to include stakeholders

Created by Kelly Chapman, Montana Department of Labor & Industry 2003

